

Florence-Darlington Technical College



2011-12 Institutional Effectiveness Summary Report

August 2012

2011-2012 INSTITUTIONAL EFFECTIVENESS

SUMMARY REPORT

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2011-2012 INSTITUTIONAL EFFECTIVENESS SUMMARY REPORT

Introduction

Florence-Darlington Technical College (FDTC) combines strategic, operational, and institutional effectiveness planning into one master planning process that serves as a vehicle for institution-wide involvement and evaluation. The College Mission and five Institutional Goals (Appendix A) drive the Institutional Effectiveness (IE) Planning Cycle activities throughout the year with a focus on continuous improvement over time.

The College is organized into seven divisional units with an Executive Committee member assigned to each of those units. It is their responsibility to provide leadership to each department within their division to ensure that efforts are maximized to support the mission, vision, and goals of the college. The seven organizational units are:

1. Internal Affairs
2. Public Relations and Marketing
3. Institutional Advancement
4. Continuing Education/Southeast Institute of Manufacturing and Technology
5. Business Affairs
6. Student Services
7. Academic Affairs
 - a. Health and Sciences
 - b. Technical and General Education
 - c. Online College and Information Technology
 - d. Evening College & Off-Campus Sites
 - e. ATE Center of Excellence

Department institutional effectiveness planning objectives are submitted to and approved by the division manager and the President each spring. Department heads establish strategies to accomplish each objective and enter them into the electronic IE template on the College intranet. Objective strategies are monitored on a monthly and quarterly basis throughout the year by department and division managers.

In mid-June of each academic year, all department heads enter the results of the institutional effectiveness objectives that were implemented during the previous twelve months on the intranet template. They also comment on how those results will be used in future planning and indicate if there is a need to continue the objective in the next reporting period. The final reports are sent to the Executive Committee member responsible for that divisional unit, who approves and forwards their Unit Summary to the Office of Research, Planning, and Assessment.

Each Unit Report summary includes a chart incorporating the following information:

- Number of IE Objectives
- Number of IE Objectives Achieved
- Number of IE Objectives Not Achieved
- Number of Objectives that will continue to the next planning year
- Number of Objectives that were closed

- A listing of Achievements

All Division and Department IE reports may be accessed and reviewed by all employees via the College intranet, thus individual department planning reports are not included in this document.

Summary Findings

2011-12 IE COLLEGE SUMMARY BY DIVISION

DIVISION	# of 2011-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Continued 12-13
AA - Evening College	12	9 (75%)	3 (25%)	10 (83%)	2 (17%)
AA - Health & Sciences	53	37 (70%)	16 (30%)	42 (79%)	11 (21%)
AA – IT & Online College	15	10 (67%)	5 (33%)	11 (73%)	4 (27%)
AA - Tech & General Ed & VP AA	51	44 (86%)	7 (14%)	41 (80%)	10 (20%)
Business Affairs	18	11 (61%)	7 (39%)	16 (89%)	2 (11%)
Continuing Ed/SiMT	20	11 (55%)	9 (45%)	15 (75%)	5 (25%)
Institutional Advancement	5	4 (80%)	1 (20%)	5 (100%)	0 (0%)
Internal Relations	6	4 (67%)	2 (33%)	4 (67%)	2 (33%)
President's Office	9	6 (67%)	3 (33%)	6 (67%)	3 (33%)
Public Relations/Marketing	9	8 (89%)	1 (11%)	8 (89%)	1 (11%)
Student Services	26	15 (58%)	11 (42%)	20 (77%)	6 (23%)
Totals	224	159 (71%)	65 (29%)	178 (79%)	46 (21%)

The chart above reveals that a total of 224 IE objectives were established for the 2011-12 planning year, 58% of which were distributed among the Academic Affairs (AA) departmental divisions. Student Services departments focused on 12% of the IE objectives and the remaining 30% were distributed among the other five College Divisions and President's Office. A total of 71% of these IE objectives were achieved. Seventy-nine percent of the objectives were closed at the end of the reporting period. The remaining 21% were continued to the next planning year.

2011-12 IE SUMMARY BY COLLEGE GOAL

COLLEGE GOAL	Number of Divisions	# 2011-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Continued 12-13
Customer Service	6	78	50 (64%)	28 (36%)	56 (72%)	22 (28%)
Learning Environment	3	107	80 (75%)	27 (25%)	91 (85%)	16 (15%)
Product Development	2	9	8 (89%)	1 (11%)	8 (89%)	1 (11%)
Financial Environment	4	14	8 (57%)	6 (43%)	11 (79%)	3 (21%)
Institutional Advancement	2	16	13 (81%)	3 (19%)	12 (75%)	4 (25%)
Totals		224	159 (71%)	65 (29%)	178 (79%)	46 (21%)

Each IE objective supports one of the five major College goals as indicated in the above chart. A total of 107 objectives (48%) support the Learning Environment goal. These objectives were set by the Academic Affairs, Student Services, and Continuing Education/SiMT Divisions. The Customer Service goal includes 78 (35%) of the objectives, set by all of the seven divisions. These two college goals account for approximately 83% of the IE objectives. The remaining 39 (18%) objectives are divided among the remaining three College goals.

ACADEMIC AFFAIRS – EVENING COLLEGE & OFF SITE CAMPUSES

2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
Administration	3	3	0	3	0
Hartsville Site	3	1	2	2	1
Lake City Site	3	2	1	2	1
Mullins Site	3	3	0	3	0
Totals	12	9	3	10	2

ACHIEVEMENTS:

- The Hartsville Site implemented an advising plan for all students taking developmental courses.
- The Lake City Site made Distance Learning course recording available to students, resulting in higher pass rates for biological sciences students.
- Significant enrollment increases were seen in the Evening College in fall 2011 and at the Mullins Site in spring 2012.

ACADEMIC AFFAIRS – HEALTH AND SCIENCES
2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
AVP	5	3	2	3	2
Criminal Justice	3	3	0	3	0
Dental Assisting	3	1	2	2	1
Dental Hygiene	3	3	0	3	0
Human Services	3	3	0	3	0
Library	3	2	1	3	0
Medical Assisting	3	2	1	2	1
Medical Coding	3	2	1	3	0
Medical Lab Tech	3	1	2	3	0
Natural Sciences (Associate in Science)	3	1	2	1	2
Nursing & Practical Nursing	6	6	0	6	0
Paralegal	3	3	0	3	0
Phlebotomy	3	2	1	3	0
Radiologic Tech	3	3	0	3	0
Respiratory Care	3	2	1	1	2
Surgical Tech	3	0	3	0	3
Totals	53	37	16	42	11

ACHIEVEMENTS:

- Developed and implemented a new program review process for technical programs in the division
- Criminal Justice students were able to compare and contrast police and security procedures using criminal justice terminology.
- Dental Assisting students demonstrated the ability to perform the Standard tasks and skill expectations of Sit-Down-Four Handed Dentistry.
- Dental Hygiene obtained a 100% retention rate of second year students.
- Human Services students were able to apply behavior modification procedures and techniques in specific areas of human service.
- The Library set up a Skype library reference service for student access.
- Medical Assisting students presented technical and procedural outcomes in laboratory kit testing.
- Medical Coding students successfully audited CPT and HCPCS coding for EHR environments.
- Medical Lab Tech students demonstrated compliance with Universal Precautions and Laboratory Safety standards.
- Associate in Science students demonstrated college-level writing skills.
- Over 90% of Nursing and Practical Nursing students were retained from the fall to the spring semesters.
- Paralegal students demonstrated proficiency of civil/criminal court procedures.

- Phlebotomy students performed pediatric phlebotomy to industry standard.
- Radiologic Tech students demonstrated proper patient-positioning techniques.
- Respiratory Care students demonstrated proper intubation technique in the laboratory setting.

ACADEMIC AFFAIRS – ONLINE COLLEGE AND IT
2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
AVP-Audio Visual Team	3	3	0	3	0
AVP-Datatel Team	3	1	2	1	2
AVP-IT Hardware Team	3	2	1	2	1
AVP-Web Services Team	3	1	2	2	1
OL College	3	3	0	3	0
Totals	15	10	5	11	4

ACHIEVEMENTS:

- The AV Team conducted training programs for Distance Learning users
- The Datatel Team and Hardware Team implemented a student email system.
- The Web Services Team developed ten 3-D videos to supplement online robotics instruction.
- The Online College added three new courses to D2L.

ACADEMIC AFFAIRS – VICE PRESIDENT AND
TECHNICAL & GENERAL EDUCATION
2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
Vice President	2	2	0	2	0
AVP	3	0	3	2	1
Accounting	3	3	0	2	1
Administrative Office Technology	3	3	0	2	1
ATE	3	2	1	2	1
Automotive Tech	3	3	0	3	0
Caterpillar Academy	3	3	0	3	0
Computer Tech	3	3	0	3	0
Cosmetology	3	3	0	3	0
Engineering Technologies	3	3	0	3	0
English & Humanities	5	3	2	3	2
HVAC	3	3	0	3	0
International Prog	2	2	0	1	1
Machine Tool Tech	3	2	1	3	0
Marketing	3	3	0	2	1
Management	3	3	0	2	1
Math (Associate in Arts)	3	3	0	2	1
Totals	51	44	7	41	10

ACHIEVEMENTS:

- The Vice President evaluated the budgeting and spending practices of each individual and program in the academic division.
- Accounting students demonstrated the ability to value production outputs in process costing
- Administrative Office Technology students were able to integrate the use of Word, Excel, Access, and PowerPoint.
- ATE redesigned and launched a new version of SC ATE National Resource Center website.
- Automotive Technology students demonstrated the proper use of on-board computer scanners used to identify and properly diagnose malfunctions.
- Caterpillar students correctly utilized Pro-Link and Diagnostic Software to access active and logged codes stored in Electronic Control Modules.
- Computer Technology students successfully created, edited, deleted and formatted partitions of a hard drive.
- Cosmetology students were able to perform manicures and pedicures as recommended by the State Board of Cosmetology.

- Engineering students were able to demonstrate industry standards for creating and editing drawings.
- 95% of HVAC graduates passed the EPA licensing exam.
- Machine Tool graduates demonstrated the ability to generate a G81 canned cycle for producing holes to blueprint specifications.
- Management students demonstrated the ability to interpret and apply the concepts of uncertainty and probability.

BUSINESS AFFAIRS
2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
Vice President	1	1	0	1	0
Auxiliary Services	3	2	1	2	1
Financial Services	3	2	1	3	0
Grounds	2	2	0	2	0
HVAC	2	2	0	2	0
Maintenance & Safety	1	0	1	0	1
Physical Plant	2	1	1	2	0
Property/Inventory	1	1	0	1	0
Purchasing	3	0	3*	3	0
Totals					

*Due to employee turn-over

ACHIEVEMENTS:

- Auxiliary Services created an E-book format option on multiple titles of text books.
- Financial Services is now able to reimburse travel expenses to employees by direct deposit/e-check.
- The HVAC department upgraded the 400 building air-handling units with new ultraviolet light technology.
- The Physical Plant increased security by replacing approximately 8 locks/cylinders in the 400 building.

CONTINUING EDUCATION AND
SOUTHEAST INSTITUTE OF MANUFACTURING AND TECHNOLOGY
2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
Vice President	4	2	2	4	0
Accounting	1	0	1	0	1
Adv. Welding	3	1	2	3	0
Manufacturing & Technical Training	2	2	0	1	1
Manufacturing Technologies	3	0	3*	3	0
Program Mgt & Admin Svcs	3	2	1	2	1
3D/Virtual Reality	4	4	0	2	2
Robotics	3	2	1	3	0
Total	23	13	10	18	5

*Due to employee turnover

ACHIEVEMENTS:

- Construction was completed on the Manufacturing Incubator.
- The 3D/Virtual Reality Center exceeded its 2011/2012 revenue goals.
- The Program Management & Administrative Services department reached its 2011/2012 revenue goal.
- The Manufacturing & Technical Training department increased room rental revenue by 80% over the prior year.

INSTITUTIONAL ADVANCEMENT
2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
Vice President	5	4	1	5	0

ACHIEVEMENTS:

- Raised almost \$50,000 at the Gala.
- Established an Alumni Association for FDTC graduates.

INTERNAL RELATIONS
2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
Director	3	1	2	1	2
Human Resources	3	3	0	3	0
Total	6	4	2	4	2

ACHIEVEMENTS:

- Verified 93% of new employees through E-Verify within the first two days of hire.
- Automated the employment application process.
- Revised the new employee orientation process

PRESIDENT'S OFFICE
2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
Institutional Grants	3	3	0	3	0
Institutional Research	3	1	2	1	2
Total					

ACHIEVEMENTS:

- The Institutional Grants department received funding on several that support retention and recruitment.
- The Institutional Research department disseminated ten college-wide bulletins during the planning year.

PUBLIC RELATIONS AND MARKETING
2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
Director	3	3	0	3	0
Information	3	2	1	2	1
Print Shop	3	3	0	3	0
	9	8	1	8	1

ACHIEVEMENTS:

- The Director increased the number of mentions of FDTC and SiMT in broadcast, print, and social media by 10% over the prior year.
- The Information Office increased the number of published and aired news release about the college in the local, state and national news media.
- The Print Shop increased the use of recycled/green products by 10%.

STUDENT SERVICES
2011-12 IE Summary

DEPARTMENT	# of 11-12 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 12-13
Vice President	2	2	0	2	0
Assessment Cntr	3	2	1	2	1
Financial Aid	3	3	0	3	0
Recruitment & Admissions	3	1	2	1	2
Registrar Services	3	3	0	3	0
Student Services	3	0	3*	1	2
Student Support Services	3	2	1	3	0
Student Life/Perkins	3	2	1	2	1
Upward Bound	3	0	3*	3	0
Totals	26	15	11	20	6

*Due to employee turnover

ACHIEVEMENTS:

- The Vice President reviewed and updated of all Student Services Policies and Procedures and established a more regular and timely process for students to present appeals after having their financial aid suspended.

- The Assessment Center implemented a customer satisfaction survey and, based on feedback, have made changes to improve the department's services.
- The Financial Aid Office developed an on-line tutorial to assist students applying for federal direct Stafford loans via the FDTC website.
- Recruitment and Admissions hosted a Guidance Counselor Luncheon for high school counselors in the service area.
- Registrar Services developed an orientation document on the Student Code for FDTC employees.
- The Student Life department four YouTube tutorials and/or tours of the Success Center, Athletics, Activities and Job Placement information.
- Student Support Services retained 76% of the female students in the 2011 cohort.

INSTITUTIONAL MISSION:

Florence-Darlington Technical College will provide comprehensive technical education, workforce development, and educational services to its students, business, industry and other markets. Through instructional programs, business and industry partnerships, and community involvement, the College will play a leading role in economic development efforts and the quality of life of its customers. The educational experience at Florence-Darlington Technical College will enhance the students' marketability in today's global economy.

COLLEGE GOALS:

Customer Service: Florence-Darlington Technical College will provide high quality, efficient, customer-focused, affordable programs and services utilizing state-of-the-art delivery systems that exceed customer expectations.

Learning Environment: Florence-Darlington Technical College will transform the traditional instructional approach into a flexible, customer-oriented learning environment emphasizing a global economy, certifications, work experience, competency-based outcomes, self-paced, individualized instruction, and the infusion of technology in programs of study.

Product Development: Florence-Darlington Technical College will develop high quality, cost effective, innovative, market-driven products and services that provide strategic value to its customers.

Financial Environment: Florence-Darlington Technical College will continually strive to establish a fiscal base that enables the College to achieve its goals.

Institutional Advancement: Florence-Darlington Technical College will build relations *with* and seek support from alumni, corporations, foundations, and friends.

Approved July 19, 2006